



Job Opportunity

State Controller's Office

Position: Program Technician II

Statewide

Location: Division of Collections
3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: June 5, 2007

Final Filing Date: Until Filled

Contact/Telephone:

Susan Lash, (916) 322-1812

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

* Free Parking Provided

California Relay Service: 1-800-735-2929

Position Number(s): 051-550-9928-122
Ref.0530.CSU8

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

With general supervision provided by a Supervising Program Technician III (Unclaimed Property) the incumbent will handle the more difficult claims against unclaimed property accounts by verifying pertinent information and applying all applicable laws and rules governing the program. Duties include but are not limited to the following:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Review and evaluate claims submitted by both private and public sectors to verify the appropriate distribution to the owner/s or heir/s of escheated unclaimed property;
- Recommend payment of claims submitted in accordance with State Laws, Rules and Regulations, Unclaimed Property Law, Civil Code, Code of Civil Procedures, Attorney General opinions, Government Codes, and the Probate Code;
- Provide difficult program information to the general public and/or investigators and attorneys to assist in properly completing claim forms;
- Maintain and report accurate inventory of claims;
- Provide customer service to the public by answering questions, returning telephone and email messages regarding the program;
- Maintain and report accurate inventory of claims produced, claims returned by mail and claims pending at workplace;
- Track claims and inquiries regarding distribution of estate, abandoned property, trust, or stock account assets;
- Prepare and maintain a record of all correspondence claimants received;
- Review documentation submitted for substantiation of ownership which include Table of Heirship for



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disputed claims to ensure all information is in compliance with Probate Law;

- Review the difficult Tables of Heirship for disputed claims to ensure all information is in compliance with Probate Law;
- Prepare the written Tables of Heirship for review and presentation to management and legal staff for distribution resolution;
- Respond to various inquiries of average difficulty regarding claims with multiple heirs and trusts;
- Evaluate specialized claims submitted that involve: investigator and/or attorney representation; Governmental Entities; Claims involving Stock property; Claims involving Safe Deposit Claims; Claims involving Aggregate Claims; Claims from holders involving Reimbursement and FDIC related requests;
- Provide suggestions to departmental officials, employees and claimants regarding the Unclaimed Property Program, procedures and policies;
- Provide guidance to the public, Corporate Executives, Public Administrators, and Investigators to resolve difficult problems related to abandon property claims;
- Track claims and inquiries regarding distribution of estate, abandoned property, trust, or stock account assets;
- During peak periods assist with answering the Call Center toll free telephone lines.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Division of Collections
3301 C Street, Suite 712
Sacramento, CA 95816

Attn: Susan Lash

Reference 051-550-9928-122 Ref.0530.CSU8 (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).